

**ARKANSAS DEPARTMENT OF FINANCE AND ADMINISTRATION  
AMERICANS WITH DISABILITIES ACT (ADA)  
PUBLIC COMPLAINT PROCEDURE**

The Department of Finance and Administration (DFA) adopts this complaint procedure for members of the public, patrons, visitors and applicants. We are committed to providing to the public our services, programs, and activities in a non-discriminatory manner and in compliance with the Americans with Disabilities Act (ADA) of 1990. This complaint procedure provides for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice Regulations implementing Title II of the Americans with Disabilities Act. Title II states, in part, that "No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity."

**Complaints involving the Revenue Division should be addressed to:**

Preston Means, Assistant Revenue Commissioner, Revenue Division-Office of Operations and Administration, P.O. Box 1272, Little Rock, Arkansas 72203, (501) 682-7025;

**Complaints involving all other divisions or offices within the Department should be addressed to:**

Jennifer Davis, DFA ADA Coordinator, Office of Administrative Services-Human Resources Section, P.O. Box 2485, Little Rock, Arkansas 72203, (501) 324-9063.

A form for this purpose may be obtained from one of the above referenced contacts or DFA Human Resources, (501) 324-9063.

An investigation, as may be appropriate, shall follow within five (5) working days of a complaint being filed. The investigation shall be conducted by the Department's EEO/Grievance Officer and/or a member of the DFA ADA Self-Evaluation Committee. Investigations, while informal, will be thorough, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.

A written report of the findings of the investigation, with recommendations, will be submitted to the appropriate levels of management involved and ADA Coordinator, who will review the case and decide the action to be taken. Copies of that decision will be provided to the complainant, EEO/Grievance Officer, appropriate levels of management involved and the DFA ADA Coordinator, and within three (3) working days.

The complainant may appeal the decision to the DFA Director. The DFA ADA Coordinator must receive written notice of the appeal within five (5) working days of receipt of the previous decision. The DFA Director has three (3) working days to render a decision.

The DFA Director or Deputy Director may intervene at any point in the complaint process if he/she feels that his/her direct action is necessary to resolve the complaint. Under special circumstances the DFA ADA Coordinator is authorized to modify these procedures in order to fulfill the intent of the procedure. If this is necessary, a statement of the changes and reasons will be sent to the complainant and all others involved in the process.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as filing of an ADA complaint with the responsible federal department or agency. Use of this complaint procedure is not a prerequisite to the pursuit of other remedies.

This entire process shall be constituted to protect the substantial rights of interested persons to meet appropriate due process standards, and to assure that the Department of Finance and Administration complies with the ADA in implementing regulations.

The DFA ADA Coordinator shall maintain the files and records of the Department of Finance and Administration relating to the complaints filed.